

POLICE DISPATCH SUPERVISOR

DEFINITION

To supervise, oversee and participate in receiving, evaluating and transmitting of emergency routine voice radio messages via telephone, teletype and automatic alarm; to dispatch required equipment and personnel in accordance with standard policies and procedures; to maintain records; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

The supervisor level performs full, first-line supervision including planning, assigning and evaluating the work of subordinates and are responsible for work units within a section or department.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Police Communications Center Manager

Exercises direct supervision over assigned staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Supervise, direct, participate and oversee incoming service requests by telephone on 911 emergency and business lines; obtain information on the nature of the request/emergency, the location, and telephone number of caller, name of caller and other pertinent information, remaining on the line with victim in emergency, as appropriate and creating a Computer Aided Dispatch (CAD) record of the information.

Supervise, assign, and review the work of assigned staff.

Review and evaluate employees work performance; work with employees to correct deficiencies; implement discipline procedures when appropriate.

Participate in the selection of staff and provide or coordinate staff training in work procedures; coordination of work schedules.

Assist in the evaluation of operations and activities of assigned responsibilities; recommend and implement improvements and modifications for work methods and procedures; recommend and assist in the implementation of goals and objectives.

Assist in budget preparation regarding anticipated equipment, material and supply requirements and directs the requisitioning of materials, supplies and equipment for communications center; order, pick up, and deliver supplies; ensure adequate supply inventory.

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Police Dispatch Supervisor

Analyze requests for police service, determine priority ranking of each request and the kind and level of service to be dispatched in initial response; determine available units to dispatch.

Dispatch personnel and equipment according to standard operational procedures, instructions from a superior or by individual judgment as required; refers difficult or extremely serious calls to supervisor.

Listen to each radio transmission from police personnel in the field, acknowledges and complies with request for action or information

Place telephone calls to other police jurisdictions, City departments, City emergency crews, vehicle tow companies, ambulance services, coroner, relatives of victims, telephone and utility companies, alarm company, traffic signal maintenance and other services concerning an emergency; maintain detailed records of the time and nature of each call.

Operate Computer Aided Dispatch (CAD) system equipment, TDD and other office equipment; operate Teletype and computer terminal to check for registered owners of vehicles and other information.

Refer to maps and reference materials to secure information needed by personnel in the field and for the dispatch function.

Take reports and relays messages by radio or telephone; maintains a CAD log of radio calls received and transmitted;

Type, issue case numbers, log departmental activities and perform routine clerical work;

Assist in monitoring activity in jail cells via a closed circuit TV system.

May instruct other personnel in the techniques and use of communications equipment.

May perform minor or routine upkeep and maintenance of equipment.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform other duties related to this position.

MINIMUM QUALIFICATIONS

Knowledge of:

Methods and practices for emergency dispatch operation.

Principles and practices of supervision, training and performance evaluation.

Rules, regulations and response terminology for emergency dispatch operation.

Computerized data entry and retrieval systems used in emergency dispatch communication and operations.

Geographic features and boundaries of the Chula Vista area.

Principles and practices of supervision and training.

Report preparation.

Principles and practices of assigning and reviewing the work of others.

English usage, spelling, grammar, and punctuation.

Principles and practices of conflict resolution.

Ability to:

Effectively operate the computer-aided dispatch telecommunications system, video display terminals, radio dispatching consoles, and associated equipment

Plan, assign, direct, and supervise the work of subordinates.

Train, motivate, and evaluate assigned staff.

Supervise and train subordinate staff in all phases of emergency telephone answering and dispatching.

Interpret Rules and procedures for response to various types of emergencies.

Prepare reports and keep records.

Plan, assign, and review the work of assigned staff.

Make sound judgments and decisions within established guidelines.

Attend to multiple activities and sources of input simultaneously during stressful situations.

Obtain complete and accurate information from individuals who during emergency situations may be emotionally distraught, angry or difficult to understand.

Remain calm and make rapid and sound independent judgments in stressful emergency situations.

Read and interpret street maps.

Analyze and evaluate emergency situations as required to prioritize calls and to anticipate/determine the needs of responding personnel.

Make sound decisions using available information.

Read and interpret rules, regulations, policies, and procedures.

While handling critical incident calls, accomplish tasks in a controlled, effective manner.

Accomplish task in a controlled, effective manner, including while handling critical incident calls.

Work days, evenings, and nights, rotating shifts, weekends, and holidays as needed.

Type at a speed of at least 40 NWPM.

Communicate clearly and concisely, both orally and in writing.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible journey level experience in a public safety communications center including one year of supervisory or lead responsibility

Training:

Equivalent to the completion of the twelfth grade supplemented by training in conflict resolution, leadership or related area.

PHYSICAL DEMANDS

On a continuous basis, sit at a communications console for prolonged periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; wear a telephone headset and be able to hear, distinguish and understand voices with fore and background noise presents; verbally communicate effectively with other individuals

over the radio or telephone or in person; visually able to read and work on multiple video display terminals simultaneously.

WORKING ENVIRONMENT

Primary work is performed indoors in a carpeted and air-conditioned office environment at a communications console having a computer display terminal. Work is generally performed in an area with fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to the external environment when going to outlying offices.